



The Greater Florence Chamber of Commerce

Position Opening: Executive Director

The Greater Florence Chamber of Commerce is currently recruiting for a full time Executive Director. We are looking for a positive, self-starting, service-oriented business leader to manage our day-to-day operations, effectively serve our current members and attract new members.

General Description: Under the general direction of the Board of Directors, the Executive Director is responsible for the day-to-day operations of The Greater Florence Chamber of Commerce, provides leadership in the development of the Chamber, acquisition of resources, management of staff and evaluation of organizational efficiency, the full range of Chamber activities and events, including coordination of volunteers, handling of the business operations of the organization, membership services/retention and facility management.

Starting salary range: \$30,000.00-\$32,000.00 per year.

Email resume and cover letter by June 17, 2016 to: florencechamber@gmail.com

SUMMARY OF DUTIES & RESPONSIBILITIES:

Chamber Goals & Objectives: The Executive Director is directly accountable to the Chamber Board for the efficient operation of all Chamber activities and the Chamber office. Implements policies adopted by the Board of Directors. Ensures annual goals and objectives align with policies and provides timely and accurate reports to the Board of progress in meeting goals and objectives. Manages staff, consultants and volunteers to achieve the goals and objectives of the Chamber.

- Provide all necessary information and materials to inform the Board on appropriate issues;
- Serve as spokesperson for the Chamber in conjunction with the Board Chair and in accordance with the guidelines of the Board of Directors;
- Plan and coordinate meetings of the Board of Directors and others affiliated with the Chamber;
- Monitor and assist committees of the Board;
- Identify critical issues that may impact the Chamber and its members;
- Recommend changes and upgrades to accommodate new technologies;
- Participate in development and implementation of the Chamber's annual goals;

- Organize and coordinate an annual meeting consistent with the Bylaws of the Chamber;
- Other duties as assigned by the Board;

Finance: The Executive Director manages the day to day bookkeeping of the Chamber including the timely payment of all bills, payroll, payment of payroll taxes, etc. Coordinates financial matters with the Board of Directors as appropriate. Assists in the preparation of an annual budget to be submitted to the Board for approval.

- Maintain general control of expenditures.
- Is responsible for the implementation of the Chamber Budget.

Membership Service: The Executive Director keeps a finger on the pulse of the organization's members to ensure positive member relations and ensures that services provided to members meet their needs. The Executive Director establishes effective lines of communication between membership and Chamber office. Responsible for maintaining accurate records of membership and preparing timely reports to Board.

- Develop and supervise an effective program of membership development and membership services;
- Develop and maintain an effective communications program responsive to the needs of the membership;
- Develop and conduct education programs to advance the professional, technical, and managerial skills of the membership.
- Reviews member services at least annually to evolve the Chamber and remain current in terms of the best practices in the field of chamber membership services.
- Work diligently to anticipate and resolve legitimate member concerns or issues.
- Work diligently to retain members and to grow the membership base.

Personnel: The Executive Director is responsible for assisting the Board of Directors with the recruitment, hiring, training, coaching, managing, delegating, and performance evaluation of all paid staff, interns, and consultants. Responsible for day-to-day operations and the effective and efficient management of the Chamber office(s).

- Establish the organizational structure for the office and the related staffing structure;
- Establish administrative policies and procedures for office functions;
- Administer an effective personnel program, which includes job descriptions, performance standards, and performance appraisals
- Promotes and demonstrates commitment to the Chamber's mission, vision, values and program of work.
- Functions as both a team member and team leader and uses appropriate influence to inspire and guide individuals toward organizational goal achievement.
- Ability to actively listen to the content and process of communications by

individual staff members and within and between the staff group, the ability to facilitate meetings; and the ability to coach and mentor.

Committees & Volunteers: The Executive Director monitors and motivates all Chamber committees. Provides guidance to the volunteer leadership in the selection of qualified personnel for committee assignments.

- Provides Chamber support to committees in the furtherance of their goals and objectives.
- Ensures effective communication between Chamber staff and committees.
- Serves as ex-officio member of all committees and coordinates exchanges between complementary committees.
- Organizes and participates in special events and activities and coordinates volunteer participants.
- Manages program of volunteer recognition and appreciation frequently and during the annual Volunteer Recognition Luncheon.

Marketing & Sales: The Executive Director is responsible for the design and implementation of a comprehensive marketing plan that achieves the Chamber annual budget revenue goals.

- Manage the design and production of all internal and external marketing tools, including, but not limited to: Chamber event promotional media, website, newsletter, membership sales materials, signage, presentation tools & materials, membership retention tools and volunteer communications.
- Responsible for developing an annual membership plan – to include goals, calendar and budget
- Manage all event sponsorship and membership acquisition and retention sales campaigns.

Community Relations: The Executive Director is responsible for an active, positive Chamber presence in the community. The Executive Director represents the Chamber at appropriate public meetings, advocacy for the economic well-being of Chamber membership and the community. The Executive Director engages community business leaders and elected officials on behalf of Chamber issues as approved and directed by the Board of Directors. The Executive Director manages Chamber functions and events. The Executive Director remains informed of current public issues and ensures Chamber involvement in decision-making processes.

- Utilize partnerships with local agencies as appropriate;
- Maintain effective internal and external public relations;
- Establishes and maintains a high level of community involvement and a good working relationship with community leaders, agency directors and volunteers.
- Attend Town Council Meetings and other functions as the Board directs.

Minimum Qualifications:

- Knowledge of Florence and the surrounding area.

- Knowledge of the general purpose and operation of chambers of commerce.
- Experience in customer service, management, promotion and marketing.
- Proficient with QuickBooks, Word, Excel, Publisher, Power Point and other basic office software programs.
- Must have excellent written and verbal communication skills.
- Ability to work independently with only general direction; ability to manage multiple projects, activities or events simultaneously.
- Ability to effectively supervise and manage paid and volunteer staff members.
- Ability to effectively represent the Chamber to visitors, citizens, governmental units and other entities.
- Ability to manage the budget and other day-to-day business operations of the Chamber.
- Public speaking ability and experience.
- Experience in research and writing grants preferred
- Ability to effectively execute direction given by the Board of Directors.
- Skill in assembling and analyzing data and preparing reports.
- Ability to make public presentations, give interviews and generally convey a positive image for the Chamber.
- Ability to market Chamber membership to prospective members, and to promote the retention of existing members.
- Working level knowledge of basic human resources policies, laws and regulations.

Required Experience: Any combination of training, education and experience which demonstrates the ability to perform the duties of the position, including some experience in business or retail management. Specific experience in marketing, tourism, hospitality, public relations, and/or communications is preferred.